Appendix A1: Cases Form Applet Data Mapping

Custom Field?	Required Field?	OCTS View Field Name	Siebel Logical Field Name	Column Name	Table Name	Hyperlink To: Screen/View	Method of Population
N	N	Case #	SR Number	SR_NUM	S_SRV_REQ		Application Generated
Y	N	Referred By	Source	ATTRIB_05	S_SRV_REQ_X		"SR_Source" picklist
N	Y	Last Name	Contact Last Name	LAST_NAME	S_CONTACT		SR Contact Pick Applet
N	N	First Name	Contact First Name	FST_NAME	S_CONTACT		SR Contact Pick Applet
N	Y	Account	Account	NAME	S_ORG_EXT		OCTS SR Account Pick Applet
Y	N	Home Phone	Contact Business Phone	ATTRIB_03	S_SRV_REQ_X		User Entry
Y	Y	Original Issue Category	Version	ATTRIB_04	S_SRV_REQ_X		SR Area Pick Applet
Y	Y	Original Issue Sub Category	Severity	SR_SEV_CD	S_SRV_REQ		Hierarchical Pick Applet
Y	Y	Original Issue Summary	Original Issue Summary	ORIGINAL_ISSUE _SUMMARY	S_SRV_REQ_X		User Entry
Y	N	Revised Issue Category	Revised Category	SR_REPRODUCE	S_SRV_REQ		SR Area Pick Applet
Y	N	Revised Issue Sub Category	Priority	SR_PRIO_CD	S_SRV_REQ		Hierarchical Pick Applet
Y	N	Revised Issue Summary	Sub-Area	REVISED_ISSUE_ SUMMARY	S_SRV_REQ_X		User Entry
N	N	Intake Person	Owned By Id	OWNER_EMP_ID	S_SRV_REQ		Application Populated
N	N	Status	Status	SR_STAT_ID	S_SRV_REQ		SR Status Pick Applet
N	N	Sub-Status	Sub_Status	SR_SUB_STAT_ID	S_SRV_REQ		SR Status

							Pick Applet
N	N	Ombudsman	Owner	LOGIN	S_SRV_REQ		Assignment Manager